GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2966
ANSWERED ON:13.08.2003
CITIZEN`S CHARTER BY BSNL
SONTOSH MOHAN DEV

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether any Citizen`s Charter has been prepared by the Bharat Sanchar Nigam Ltd.;

(b) if so, whether any time limit has been fixed in the Charter within which a subscriber can expect that his request for shifting of a telephone connection will be met;

(c) if so, the details thereof and if not, the reasons for ignoring this basic demand;

(d) the details of requests for shifting of telephone connections pending in Faridabad Circle of BSNL;

(e) since when these are pending and the time by which these are likely to be cleared; and

(f) the remedy available to the Subscriber if the shifting is not done with in a prescribed period?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY(SHRI PRADHAN)

(a) Yes, Sir.

(b) Yes, Sir.

(c)
(i) Local Shifting within 7 days

(ii) Inter Exchange Shifting within 15 days

(iii) Inter State Shifting within 30 days

(d) Number of pending requests of shifting in Faridabad SSA is 207.

(e) Oldest case is of 24.02.2003 of Sector- 3 Exchange Area, which is pending due to new exchange being installed. However, all the shifting cases will be cleared by 30.09.2003.

(f)
(i) No rent is charged for the intervening period.
(ii) If desired, telephone can be continued to work at old address till area becomes feasible.